



# Policy for Autoload of Hotlisted SunCards

## WHAT IS A HOTLISTED SUNCARD?

Temporary deactivation of SunCards that are non-compliant with SunRail fare guidelines.

## REASONS FOR HOTLISTING

To encourage and educate riders on the proper management of their SunCard balances and trip behavior.

## PROCEDURE FOR PASSHOLDERS AND PREPAID VALUE

1. A rider with a SunCard hotlisted twice or more within 30 days will be required to add an autoload to their account.
2. Autoload links a credit or debit card to the SunCard loaded with a pass or prepaid value, to replenish funds with a pre-set amount. Customers may choose the amount, which will automatically take effect when the prepaid balance falls below \$10.00 or 5 days before the weekly, monthly or annual pass expires.
3. The pre-set amount is a minimum of \$10.00 for SunCards with a prepaid value.
4. Passholders Only: Passholders will be required to register their SunCard (if not already) and establish an autoload to their pass.
  - Monthly and annual pass autoload will be processed 5 days prior to the pass expiring
  - Weekly pass autoload will be processed 3 days prior to the pass expiring

*Important Note - Passholders with a history of riding SunRail beyond their purchased zone will be required to establish prepaid value in addition to their pass product.*

5. Prepaid Value Only: Riders using prepaid value will be required to register their SunCard and establish an autoload to cover trips and avoid going into a negative balance.

### Example: Prepaid Value SunCards

- Adds autoload of \$20 (with 10% bonus = \$22 fare value)
- Rides train 5X within 2 zones, one-way = \$15 (remaining fare value = \$7)
- Triggers autoload after 5 trips because the threshold falls below \$10
- SunCard is funded by another autoload; process resumes

## BENEFIT

Set it and forget it! Autoload saves SunCard holders time and effort by alleviating the need for a card to be hotlisted requiring a call to Customer Service to reconcile the account.

## IMPORTANT INFORMATION FOR RIDERS

1. There is no charge to set up autoload.
2. Fare policy requires riders to tap on and tap off and purchase correct fare. If there is a trend of misuse, not having the correct pass or not tapping on and off, the card is automatically hotlisted.
3. A rider hotlisted twice or more within 30 days will be required to add an autoload to their account.
4. If a SunCard requires an AUTOLOAD due to misuse or negative balance history and none is established, SunCards with a zero balance will be hotlisted or retired. Retired cards cannot be reactivated. Note: Cancellation of AUTOLOAD is available at any time on [account.SunRail.com](http://account.SunRail.com).